

# Concentra Telemed

## System and Network Requirements

### Web and Mobile Access

Employees can access Concentra Telemed® from their computers, Android, or Apple (iOS) mobile devices by opening their web browser to [www.concentratelemed.com](http://www.concentratelemed.com). Mobile device users can also download the Concentra Telemed app from the Apple [App Store](#) or [Google Play](#).

### Connectivity

For the best experience, a Wi-Fi connection is recommended. Concentra Telemed can also be accessed via cellular connection (3G/4G). It is recommended that users have a strong signal (4-5 bars) when connected to a cellular network.

For the best web experience using a computer, high-speed broadband internet access (cable, DSL) is recommended. A minimum bandwidth of 3 MBps, download speed of 15 MBps, and upload speed of 5 MBps is recommended for optimal experience. To test connectivity, a user must log into Concentra Telemed and select the arrow next to the username in the top right corner. Then, select “Equipment Test.”

### Video Recommendations

To eliminate or reduce video issues during a visit, quit any applications that could cause issues with enhanced video if running in the background (e.g., applications that may try to use your webcam, such as Zoom, Skype, WebEx, and GoToMeeting). If you experience issues with your video connection and you are on a managed network, contact your network administrator to ensure the network is configured correctly to allow enhanced video to operate.

### Computer Settings

If multiple users have logins on the same workstation, each user must log off when finished using the workstation (as opposed to just staying logged in and switching users). Workstations should be configured so that they do not go into sleep or power save mode. Certain antivirus software may interfere with video and audio connection. If your connection is slow, you may need to disable the anti-virus software or check with your IT department prior to conducting a visit.

### Port Access and Network Connectivity

When accessing the service on a managed network, such as a corporate office, please coordinate with your network administrator to ensure that communication with <https://concentratelemed.com> is open.

### Mobile Device Options

- Any iOS device newer than 3 years old and running iOS 8 or higher.
- Any Android device newer than 2 years old and running Android 4.4 or higher.

### Computer Options

- Intel i3 or AMD Quad Core processor minimum
- 4 GB RAM minimum for a Concentra Telemed-dedicated machine or 8 GB RAM minimum for a multi-purpose machine
- Camera (HD 1080p resolution recommended)
- Microphone

## Operating Systems

- Windows 7 or higher
- macOS 10.12 or higher

## Internet Speed

- Highly dependent upon other network-intensive processing running at the site.
- With no other network processing, a minimum of 1.5 Mbps download and 1.5 Mbps upload is recommended.
- An internet speed test can be run anytime at [www.speedtest.net](http://www.speedtest.net).

## Browser Requirements

- Google Chrome or Firefox browser (latest or no older than three versions behind latest release) is recommended for PC and Android device users.
  - Visit <http://www.google.com/chrome> for the latest version.
  - Visit <http://www.mozilla.org/en-US/firefox/new/> for the latest version.
- Safari (latest or no older than three versions behind latest release) is recommended for Mac and Apple device users.
  - Visit <http://www.apple.com/safari/download/> for the latest version.
- Both JavaScript and cookies must be enabled in the browser settings.

## Camera Options

- Newer laptops, tablets, and smartphones have built-in cameras that are adequate for telemedicine visits; however, older devices may not have cameras with the best resolution.
- Desktops typically do not have built-in cameras, and a high-definition external camera can be added via USB port connection or Bluetooth.

## Microphones

- Most laptops, tablets, and smartphones have built-in microphones that are adequate for telemedicine visits.
- An external microphone can be added via USB port connection or Bluetooth.

## Audio Speakers

- Most laptops, tablets, and smartphones have built-in audio speakers that are adequate for telemedicine visits, but they can be added via USB port connection or Bluetooth.
- Some desktops will have sufficient built-in audio speakers; however, some may require external speakers to be connected.

## Technical Support

- Call 877.822.8443
- Technical support is available 24/7